

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

MARCH 2005



'Blue Jean Wednesdays' Rake in the Dollars for Tsunami Charities

YOU CAN SAY TWO THINGS FOR SURE about DLEG employees (besides their being hard working and talented, of course): They are very generous, and they love to wear blue jeans!

The Casual Wednesdays for a Cause initiative resulted in thousands of dollars raised in January and February for the tsunami relief effort in Asia.

The DLEG Fun Committee has collected \$3,663 in funds to date for tsunami charities.

"We have distributed \$1,708 to the American Red Cross in addition to \$1,200 to a local radio station that is coordinating community fundraising efforts to rebuild a school in Sri Lanka," said Mary Hines, accounting manager, Financial Services Division. "We plan to deliver the fund balance of \$755 to the station within the next week."

Also around the state ...

Sharon Moffett-Massey (SAMM), director of the Grand Rapids Remote Initial Claims Center (RICC), Unemployment Insurance Agency (UIA), made a friendly wager to her staff to help raise funds for the tsunami relief effort. She challenged them by pledging that she would match the highest donation.

Little did she know there would be two first-place donors!

Chona Jeurink, manager, and Kimbinh Loveless, unemployment insurance examiner (UIE), each donated \$500. True to her word, SAMM opened her checkbook and

matched their donations with her own for \$1,000.

Both Chona and Kimbinh received certifications of appreciation and lunch at T.G.I. Friday's. Other generous donors at the Grand Rapids RICC were Janet Gillespie, UIE, and Sheila Walker, manager, who each donated \$150.

In total, the center's staff contributed \$3,160. In addition to this amount, employees in other Unemployment Insurance Agency locations donated \$2,115 for tsunami relief.

DLEG Director David C. Hollister said Casual Wednesdays will continue indefinitely because of the initiative's overwhelming popularity. Different charities will be identified to receive the funds collected.

As part of Casual Wednesdays, Michigan Public Service Commission (MPSC) employees donated \$1,900 to the Capital Area Community Services' Walk for Warmth, held in Mason recently. The funds raised will help prevent utility shut-offs of people in the Greater Lansing area.

Joining MPSC Chairman J. Peter Lark and Commissioner Robert B. Nelson in the two-mile walk were Sue Devon, Sharon



At the Grand Rapids Remote Initial Claims Center, Chona Jeurink (left) and Kimbinh Loveless (right) each donated \$500 to help aid those affected by the Asian tsunami. Sharon Moffett-Massey (center) matched their donations with a \$1,000 donation of her own.

Feldman, Lois Gruesbeck, Orji Isiogu, Judy Palnau and Tom Stanton.

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A Message from the Director

It was at our “State of DLEG” meeting last September 22 when I announced that we were going to eliminate our traditional bureau directors’ meeting and replace it with a strategy-focused Leadership Council.

The first meeting of the new council — comprised of all DLEG agency and bureau chiefs — was held last October. Now, five months later, I am pleased to report to you the successful direction we are taking with this re-energized group.

The focal point of our Leadership Council work is DLEG’s role in Gov. Granholm’s seven-point plan to grow Michigan. Of the governor’s “seven roads,” four pertain to the work of our department and have become our strategic initiatives. They are:

- ❖ **Retaining and Growing Jobs**
- ❖ **Entrepreneurship**
- ❖ **Workforce Development**
- ❖ **Urban Revitalization**

We began by asking council members to answer how these four areas fit in with the work of their respective agencies and bureaus and how their agencies/bureaus work with other agencies to accomplish goals. We then established priorities for each initiative and identified important linkages.

A lead person was assigned to head up each initiative: Don Jakeway, Michigan Economic Development Corp., for retaining and growing jobs; James Butler, Michigan Broadband Development Authority, for entrepreneurship; Brenda Njiwaji, Workforce Development, for workforce development; and Michael DeVos and Rick Laber, Michigan State Housing Development Authority (MSHDA), for urban revitalization.

These administrators and their teams are responsible for their respective “Strategic Roadway Implementation Plan,” which will address not only the who, what, where, when and resources required, but also the “how” — the strategy.

Each team will define success and how it will be measured, identify the method to be used to track progress, develop a corrective action plan in the event things go off track, and identify linkages to the other roadways.

I look forward in the next issue of *Michigan LEGwork* to report to you our continuing progress and wish to thank not only the hard-working members of the Leadership Council, but also all of you, who are lending your talents and giving your unwavering support.

Sincerely,

David C. Hollister

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Michigan Department of
Labor & Economic Growth

Valentine-Grams Say "I Appreciate You"

The word most often associated with Valentine's Day is probably "love," but in the Department of Labor & Economic Growth, the word just might be "appreciation."

A total of 291 DLEG employees received "Valentine-grams" from appreciative bosses and co-workers Feb. 14 through a special activity sponsored by the DLEG Fun Committee.

Members of the Fun Committee took orders in early February for both candy-grams and flower-grams. Purchasers had their choice of not only the type of Valentine-gram, but also the "poem" to accompany it. The cost of each Valentine-gram was just \$1, with Fun Committee volunteers making the deliveries in person to employees in the Ottawa and Victor buildings in Lansing.

"We prepared the bags of candy and cut ribbons for the carnations assembly-line style," said Alisande Henry, the project leader. "In addition to pre-orders, we also had extra candy and flowers available for purchase on Valentine's Day. More than 50 were sold that day, and we could have sold more if we had had them."

The Fun Committee made a profit of \$164, which has been placed in the committee's treasury for future activities and humanitarian donations.



Preparing bags of candy, attaching tags, cutting ribbons for the flowers, and sorting tags by location were all part of the assembly-line work of making Valentine-grams. Fun Committee participants were, l. to r.: Alice Wood, Shannon Moreno, Linda Cook, Amber Lemon, Jennifer Farr, Helen Simmerman and Alisande Henry.

Irwin Seating CEO Addresses Technical Institute Graduates



Win Irwin, CEO, Irwin Seating Co., Grand Rapids

A total of 105 students from throughout the state graduated Saturday, Feb. 12, from the Michigan Career & Technical Institute (MCTI).

Win Irwin, chief executive officer of Irwin Seating Co., Grand Rapids, delivered the commencement address. He is also chair of the Kent-Allegan Workforce Development Board and was recently named by Gov. Jennifer M. Granholm to the Council for Labor and Economic Growth (CLEG).

All 12 graduates of the school's Cabinetmaking/Millwork Department had employment offers in their field by the time of graduation. Remarking on this distinction, Instructor Jim Wellever said, "We have a very involved Business Advisory Committee. Maintaining relationships with employers in the industry and keeping our training relevant provides a real advantage to our students."

Operated by Michigan Rehabilitation Services, MCTI is located in Barry County about 20 miles northeast of Kalamazoo. The school offers training in 13 career areas for adults with disabilities.



Members of the MCTI Cabinetmaking/Millwork Department pose for a photo on graduation day. Front row, l. to r.: Instructor Adam Reynolds, Jason Rybinski, Henry McLaughlin, Eric Wilds and Instructor Jim Wellever. Back row, l. to r.: Curtis Cannon, Jr., Scott Gidner, Justin Rathbun and Ryan Shields. Not pictured: Dan Morley, Frank Papaik, Graham Ruchalsa, Scott Billings and David Gales.

Michael DeVos Named New MSHDA Director

Members of the Michigan State Housing Development Authority (MSHDA) Board of Directors have announced that Michael R. DeVos has been named the authority's new executive director. He replaces Rick L. Laber, who served as MSHDA's acting director for 18 months.

DeVos began his career in 1982 as a real estate salesperson and became a developer in 1984. He joined Resources for Community Development in California in 1991 as executive director, where he monitored projects totaling more than \$30 million. In 1995, DeVos became director of development at

the Maine State Housing Authority, where he oversaw annual program budgets totaling \$60 million.

He graduated magna cum laude in 1981 from Harvard College and obtained an MBA in 1991 from the Haas School of Business at the University of California, Berkeley.

As a quasi-public agency within DLEG, MSHDA has invested more than \$4 billion in housing for Michigan's low- and moderate-income renters, homebuyers and homeowners through the sale of bonds to private investors.



Michael DeVos

Governor Appoints Semone James to Head State Land Bank Fast Track Authority

Gov. Jennifer M. Granholm has announced the appointment of Semone M. James as executive director of the State Land Bank Fast Track Authority.

James most recently served as a treasury investment specialist/senior portfolio manager at the Michigan Department of Treasury. Prior to that post, she worked as a senior property analyst with the Michigan Department of Transportation's Bureau of Highways, Real Estate Division.

She received a bachelor of business administration degree from Eastern Michigan University in 1991.

The Land Bank Fast Track Authority was established under the recommendations of the

Governor's Land Use Leadership Council. The authority allows properties that have reverted to state ownership because of failure to pay taxes to move through an expedited title clearing process. Thanks to the Fast Track Authority, these tax-reverted properties can be ready for sale and redevelopment in less than one year, reducing blight, eyesores, and unproductive and obsolete spaces in neighborhoods across the state.

As executive director, James is responsible for developing a marketing strategy for the properties once they have cleared title and overseeing the actions of the State Land Bank Fast Track Authority. She will also provide the State Land Bank Fast Track Authority Board of Directors with a regular report of the activities and financial condition of the authority.



Semone James

Richard Lavolette Is New OFIS Chief Deputy

Office of Financial and Insurance Services (OFIS) Commissioner Linda A. Watters has announced that Richard (Dick) Lavolette has been selected to fill the position of chief deputy commissioner in charge of the Office of Financial Evaluation (OFE).

OFIS operates under two distinct offices: the Office of Financial Evaluation (OFE) and the Office of Policy, Conduct and Consumer Assistance. OFE includes the Bank and Trust Division, the Credit Union Division, the Enterprise Monitoring Division and the Supervisory Affairs and Insurance Monitoring Division.

Lavolette most recently served as senior attorney for OFIS. He has been with the agency for over 10 years and with the state of Michigan for more than 30. While with OFIS and its predecessor, Lavolette led the state's effort in drafting the Savings Bank Act and drafted and edited various sections of the Banking Code of 1999 and the Credit Union Act.

He earned bachelor of science and master of arts in education degrees from Northern Michigan University and a juris doctorate from Wayne State University Law School.



Richard Lavolette

DLEG Cliffhanger: Power Outage, Day Two

By Martin D. Alexander, CHS-III

Editor's Note: This is the second installment of a fictionalized account of a power outage and one family's response.

Radio announcers are reporting that the severity of the tri-state power outage is worse than initially reported, affecting many areas nationwide. A terrorist sleeper cell, located in the U.S., has claimed credit for numerous power plant and relay station explosions. All transportation and commerce in the nation has been affected to varying degrees.

The power's been off for nearly 36 hours; the time: 3:30 in the afternoon. Auxiliary generators have literally saved the day for many. The power outage has had a severe effect upon communities, especially the traffic. People are being advised to stay off the roads because numerous vehicle crashes with injuries have occurred at many intersections. As a result, nearly all medical treatment facilities and smaller clinics are overwhelmed with emergencies.

Safe with your family at home, you take stock of the situation again. You know it's important to reassess and reprioritize needs because they will change over time. You also remember that you should check on the general health and welfare of people around you, looking specifically to see if anyone is ill or suffering from shock. A change in routine causes some people to forget things, such as taking their medication.

It comes to mind that an elderly woman lives alone about three doors over and across the street. While looking at her house, you see that it appears quiet. No tire tracks on her unshovelled, snow-covered driveway. "Odd," you say to your spouse, "the curtains are closed at the green house over there. They're usually open. I'd better go over and check." Putting your coat on, you ask all within earshot, "What's her name?" Nobody knows.

As you walk over, you note that the neighborhood is, well, unseemingly quiet. You arrive at the green house; your hard knocking invites no

response. The image of a body on the living room floor can be seen faintly through the sheer curtains. The door's locked. Breaking a small pane of glass, you reach in, unlock the door, and enter. Once inside, you find she's unconscious.

Remembering the new guidelines put out by the American Heart Association for emergency care, you recall that performing CPR (cardiopulmonary resuscitation) on a person whose heart is still beating may cause serious injury. You also know not to perform CPR unless the person has stopped breathing, or does not have any signs of circulation like normal breathing, coughing, or responsive movements to rescue breathing. She's alive, but no breathing can be detected.

Her old-fashioned landline works. You dial 911 to report the situation. The dispatcher recognizes this as a medical emergency call. Because responders are currently overwhelmed, the dispatcher asks if you know, and want to begin, CPR. You answer affirmatively, mentioning that you want to stay on the line.

You review the procedure to yourself, remembering the ABCs of basic life support — Airway, Breathing and Circulation: Two breaths, then 14 compressions. Begin by tilting the head back slightly to straighten and clear the airway, very carefully. Check for any obstructions. Hold the nostrils closed. Place a clean protective cloth over the person's mouth. Give two full breaths. Watch for breathing and listen for any response. Begin compressions 1, 2, 3"

Putting down the phone, you do this four times, which takes only a minute or so. She coughs, shaking her head back and forth. Getting back on the phone, you report to the dispatcher the victim's present condition: she's alive and coming to. As you make her comfortable, something in the room catches your eye.

To be continued in the April edition of Michigan LEGwork ...



'Focus on OFIS' Newsletter Debuts

The Office of Financial and Insurance Services (OFIS) last month issued the first edition of its quarterly newsletter, *Focus on OFIS*. The six-page newsletter features articles about the agency's issue and regulatory activities for insurance, banking, credit unions and consumer protection. It also includes staffing announcements, listings of bulletins and letters, and a chart on consumer protection calls.

The newsletter was e-mailed to more than 1,000 interested stakeholders, including industry, media, legislators and consumers. It may be accessed at: http://www.michigan.gov/documents/first_issue1_116398_7.pdf.

If You Have a Loved One in the Military



Taylor Mitchell points to a photo of her sister, Airman First Class Jessica J. Mitchell, who is stationed in Okinawa, Japan. Mom Maureen is executive secretary for OPLA.

Six-year-old Taylor Mitchell, daughter of Maureen Mitchell in the Office of Policy and Legislative Affairs (OPLA), is very proud of the fact that she has a sister in the military whose photo is featured on a DLEG poster. Taylor is urging all DLEG employees who have a loved one in the military and who have not yet submitted a photo for the poster to do so today!

So far, three posters containing photos of DLEG family members in the military — as well as photos of DLEG service men and women themselves — have been designed by DLEG Graphic Artist Jim Kremer. A fourth poster is being planned.

Please send photos, including name of individual, branch of service, name and job title of employee, and relationship to employee to KremerJ@michigan.gov or to Jim Kremer, Media & Public Relations, 4th floor Ottawa building, Lansing.



Renée Ortlieb (left) and Sue McGhee pose before dozens of personalized hearts representing OFIS donations to Haven House.

OFIS Employees Give to Haven House

Office of Financial and Insurance Services (OFIS) employees raised \$165 for the "Have a Heart for the Homeless" annual fundraising campaign held Feb. 14–25. The funds go to Haven House to help homeless families in the Greater Lansing area.

Each contributor received a personalized heart that was then used to decorate the main entrances to the OFIS

offices on the third floor of the Ottawa Building, Lansing.

Haven House provides emergency housing and support services for single parent and two-parent families with children. The shelter helps families who are homeless prepare for permanent housing by developing and promoting self-sufficiency, stability and financial responsibility.

SHORTS

Be sure to place a giant checkmark on your calendar for Thursday, April 28. This is "Take Your Sons & Daughters to Work Day," and DLEG will be participating in its usual fun style. You will be receiving more detailed information from Director Hollister as plans are developed.

Michigan State Housing Development Authority (MSHDA) employees gave generously of their blood at the American Red Cross drive held onsite at MSHDA in January. A total of 41 MSHDA donors participated.

The next American Red Cross blood drive at the Ottawa Building, Lansing, is scheduled for Friday April 1 — no fooling! Contact Lori Parr in Treasury at (517) 373-3489 or parrl@michigan.gov for an appointment.



Spanish-Speaking Affairs Commission Names José Luis Reyna 2005 Chair

The Michigan Commission on Spanish-Speaking Affairs (COSSA) has named José Luis Reyna of Grand Rapids as its new chair and selected other new officers to lead COSSA in 2005.

Reyna is employed as assistant to the city manager for the City of Grand Rapids and was formerly the human relations/EEO director for the City of Holland. He has served on COSSA since 2004.

Other officers elected at COSSA's January meeting are:

- Vice Chair George Fierro of Hamilton, director of advising for Western Michigan University's College of Aviation. He has served on COSSA since 1992.
- Secretary Danette Duron-Willner of Wixom, corporate manager of EEO/diversity with Kelly Services and formerly employed as a civil rights representative with the Department of Civil Rights. She has served on COSSA since 2004.
- Trustee Sergio Paneque of Laingsburg, a special advisor in the office of Gov. Jennifer M. Granholm. He has served on COSSA since 2000.

The Commission on Spanish-Speaking Affairs was created in 1975 to serve Michigan's Spanish-speaking population, which today is the second largest and fastest-growing minority group in Michigan. The commission is comprised of 15 individuals appointed by the governor to develop policies and plans to serve the needs of Michigan's Spanish-speaking people. For more information about COSSA, visit <http://www.michigan.gov/cossa>.



The 2005 COSSA officers are, l. to r.: Trustee Sergio Paneque, Chair José Luis Reyna, Vice Chair George Fierro and Secretary Danette Duron-Willner.

COSSA Seeks Public Comment on Five-Year Plan

The Michigan Commission on Spanish-Speaking Affairs (COSSA) is seeking public input through March 31, 2005, on its proposed five-year Strategic Plan, which it will present to Gov. Jennifer M. Granholm. The plan focuses on four key areas: education; business and economic development; leadership and political development; and creating a legislative agenda.

"The commissioners have set an aggressive agenda to empower the Hispanic community over the next five years," said COSSA Chairperson José Reyna. "This agenda includes opportunities to assume more leadership positions, increase economic opportunity, increase academic achievement, and support legislation that benefits the Hispanic population. We want to have as much feedback as possible to help us better serve the Hispanic community."

Listed are a few of the highlights of the five-year plan:

Education

- Promote Hispanic college retention

Business and Economic Development

- Encourage opportunities for Hispanic businesses

Leadership and Political Development

- Increase number of Hispanic leaders at all levels of government

Creating a Legislative Agenda

- Issue position statements on proposed legislation with regard to impact on Hispanics in Michigan

The draft plan and comment form are available on the COSSA Web site at <http://www.michigan.gov/cossa>, or by contacting the COSSA office at (517) 373-8339 or cosso@michigan.gov.

People on the Move



Best wishes to **Lou Adams**, manager of the Lansing District of Michigan Rehabilitation Services (MRS), who has been named district manager of MRS's Mid-Michigan District, which encompasses MRS offices in Mt. Pleasant, Midland, Bay City and Saginaw, covering eight counties. Lou joined MRS in 1985 as a counselor at the Big Rapids office, was promoted in 1998 to organizational development consultant at the Central office in Lansing, and was promoted again in 2003 to Lansing district manager, where he has been responsible for rehabilitation services to persons with disabilities in Ingham, Clinton, Eaton and Shiawassee counties.

Congratulations to **Greg White**, who has been appointed the Michigan Public Service Commission's (MPSC) legislative liaison. Greg previously served as the executive assistant to Commissioner **Robert B. Nelson** and former MPSC Commissioner **John Shea**. In addition, he has managed the commission's congressional relations since 1989. He has been chair of the National Association of Regulatory Utility Commissioners' staff subcommittee on nuclear issues and waste disposal for the past six years.

Dave Synk has been selected to manage the Detroit branch of DLEG Office Services. This position includes managing a warehouse of Unemployment Insurance Agency (UIA) materials and equipment as well as overseeing a print and publications unit and a mail unit, which work primarily on UIA projects. He will also handle UIA leases and properties, which include problem resolution offices and some administrative law judge locations. A state employee for 26 years, Dave began his career with the employment service test research area within the former Michigan Employment Security Commission. He has also worked on the automation of employment services and has managed a help desk operation for the Dept. of Information Technology. Congratulations, Dave!

Congratulations to **Mike Mason**, who has been reallocated to an Industrial Hygiene Specialist 14 position, General Industry Safety and Health Division, Michigan Occupational Safety and Health Administration (MIOSHA), where he is responsible for the implementation of the MIOSHA Emergency Management Plan. Mike began his career in 1984 at the District #6 office in Lansing, where he reached the senior level in 1986 and lead worker level in 1989. He transferred to the Chemical Compliance Program in 1993 and was promoted to Industrial Hygiene Specialist 13 in 1997.

Congratulations to **Leanne Haeck**, who has been promoted to a Secretary 10 position in MIOSHA's General Industry Safety and Health Division, where she has worked for more than six years. Leanne began her career with MIOSHA as an entry clerk and was later promoted to Secretary 8 and 9 positions.

Best wishes to **John Bechtel**, who retired from the Workers' Compensation Agency on January 28 after 26 years of service. John was an extremely valuable employee who will be deeply missed. He worked in the Insurance Compliance Division and had a vast knowledge of Michigan's workers' compensation insurance laws.

Best wishes to **Mike Friedrich**, a trust examiner in Bank & Trust, Office of Financial and Insurance Services, who retired January 28 after serving years with the state of Michigan. Mike was hired in 1978 by the Financial Institutions Bureau (FIB) as a commercial bank examiner. In 1991, he left to become the chief lender at a bank in Hale, Mich. He returned to state service in 1992, when he was again made a commercial bank examiner. In 1995, he was transferred to become one of the first full-time trust examiners in the new Trust Activities Section. Most recently, Mike returned to examining commercial banks in addition to examining trusts.

Michigan Rehabilitation Services (MRS) welcomes **Carrie**

Prowsowski as a new counselor at the Midland office, Mid-Michigan District. Carrie worked for SVRC Industries and had been functioning as a blended staff person in MRS's Saginaw office, serving Community Mental Health customers. She has also worked in the private rehabilitation sector and at the Capital Area Center for Independent Living. She is a certified rehabilitation counselor (CRC).

Russ Sheehan, who has worked at the Michigan Commission for the Blind (MCB) Training Center for the last two years as a rehabilitation services coordinator, has accepted a position at the Sacramento Society for the Blind. His last day at the training center was January 28. MCB extends best wishes to Russ in his new employment in California.



John Bechtel



Mike Friedrich



Dave Synk

New Work Distribution Center to Save UIA \$4 Million

On average, the Unemployment Insurance Agency (UIA) receives about two million unemployment benefit forms every year from employers and unemployed workers.

The agency takes in about 142 different kinds of forms, such as applications for unemployment benefits, requests for a redetermination of benefit charges, protests of agency determinations, medical releases and responses to agency requests for information. In addition, UIA also receives a high volume of faxes from employers and unemployed workers.

The information these forms contain is of little use unless it gets into the hands of staff who need the information. The agency's new Work Distribution Center (WDC) helps make sure that happens.

Chris Peretto, UIA's director of Customer Service, said the center offers a number of advantages: "A significant benefit is the cost savings. We estimate the center will save UIA about \$4 million over the next five years. In addition, we'll save time by not having to mail documents to an outside vendor. And, as our staff gain experience, we expect to improve the accuracy of document imaging and indexing."

In early December, the center, which is located within the Grand Rapids Remote Initial Claims Center, took over the scanning and imaging of all documents coming into the agency. In the past, a private vendor had been doing the work.

With a staff of 30, the WDC opens, sorts, batches, images and indexes all benefit forms sent to UIA. Automated mail-opening machines, high-speed scanning and indexing machines and software enable the WDC to quickly and efficiently process the mail. The scanning and imaging process also eliminates the need to handle and store millions of paper records, helping to create a paperless work environment.

Once imaged, the documents are stored directly in the agency's FileNet database — an electronic storehouse of claims-related documents for any worker who has filed an unemployment claim. The imaged records are then easily accessible online to UIA staff statewide.

If any incoming documents need immediate action, the center automatically routes them through UIA's Automated Work Distribution System (AWDS) to appropriate agency staff.



The Work Distribution Center crew based in Grand Rapids handles most of the two million benefit forms UIA receives in a year.

UIA Blood Drive Collects 26 Pints

The Unemployment Insurance Agency (UIA) co-sponsored with the American Red Cross a blood drive at Cadillac Place, Detroit, in January. Val Congdon, UIA's blood drive coordinator, said 26 units of blood were donated, which will help 78 area patients.

Dave Synk, manager of DLEG Office Services in Detroit, reached a milestone during the drive. His

blood donation pushed him to the seven-gallon level. Dave began donating blood during his college days at the University of Detroit and continued donating at drives held at the former Michigan Employment Security Commission.

The agency's next blood drive is scheduled for July 7 at Cadillac Place.

Traverse Bay Area Students Get a Dose of Reality



Michigan Rehabilitation Services (MRS) co-sponsored a live game of "life" in February, when 160 special education students from schools in the five-county Traverse Bay area participated in the "Reality Store."

The experience provided students with a glimpse of how much things cost and how quickly they add up.

Before the Reality Store opened, the student participants were assigned

a gross income and marital, family and benefit status. The first lesson they learned was how to calculate their net monthly income from a gross salary. With this information, they visited the "store" to create a monthly budget that included mortgage, groceries, and the other expenses of a household.

MRS Counselor Karen Clark said, "It's a heavy dose of reality for students trying to plan their futures."

The Reality Store was "staffed" by area business representatives and agency volunteers who "sold" their services to the students. For example, realtors sold houses, car dealers sold vehicles, and insurance sales people offered coverage. While in the store, the students had to arrange for day care services, pay municipal taxes and order telephone

and electric service. More than 30 community volunteers donated their time and talent over three consecutive days to run the store.

At the end of each day, the students were given an opportunity to process and express what they had gained through the experience. They also enjoyed a well-deserved pizza luncheon on the last day of the activity.

Student evaluations confirmed the value of the program. Comments included:

"It helps you understand when you move out and have a family that nothing's easy or free."
"It gives you a huge reality check."
"I will think about the career I pick."
"I didn't expect to be single with two children."
"I learned having kids is a lot of money."
"You need to save money because accidents happen."
"Not everything goes as planned."

Co-sponsoring the event with MRS were the Elk Rapids and Traverse City Business and Professional Women's (BPW) clubs, the Traverse Bay Area Intermediate School District, and Northern Michigan Alliance for Independent Living.

For more information about the Reality Store, contact the BPW club in your area or link to <http://www.bpw-michigan.org>.

Local Author Visits Detroit RICC Book Club



Members of the Detroit RICC book club hold up copies of Valencia Williams' book. Posing with Williams (seated) are club members, l. to r., Michelle Neal, Deborah Moore, Danette Shepherd, Shena Joliffi, Melanie Harrison-Holman and Bronwyn Burton, Not pictured is Kahn Davison.

Members of the Detroit Remote Initial Claims Center (RICC) book club had been discussing the book *The Hottest Summer Ever Known*, when to their disbelief the book's author asked to join the discussion.

Glovita Lamar-Brown, a UI examiner with the Unemployment Insurance Agency and friend of Detroit-area author Valencia Williams, mentioned to Williams that the book club was reading and discussing her book. Williams contacted the group, asking to join one of its meetings.

Club members meet on their own time at lunch and

welcomed the chance to meet the author. Williams talked about her book and shared details of her stay in federal prison.

She also talked about how she and Martha Stewart became good friends. Both served time at the same prison, although Williams was released before Stewart's arrival. Stewart, however, read Williams' book, and the two began exchanging correspondence and a friendship developed.

Williams' book is the tale of a young woman who becomes vengeful after she believes she has contracted the AIDS virus. The book has sold more than 3,000 copies since its release over a year ago.

Everyone who attended the lunchtime meeting and book signing had a good time, and Williams promised to return once the book's sequel is released in 2007.

Neither Snow nor Sleet nor Winter's Raging Wind...

It was a blustery winter day in January. Outside, a blizzard raged and the snow piled up ... six to eight inches deep. Schools were closed and cars were spinning. Inside, telephone calls to the Unemployment Insurance Agency's Remote Initial Claims Center (RICC) in Saginaw continued unabated and were backing up. Some staff were sick and others were stranded at home. The center needed reinforcements and needed them fast!

Donna Vogel, an operations director at the center, called the Saginaw Problem Resolution Office (PRO) for help. (Space problems had forced the RICC to temporarily station some of its staff at the PRO.) Minutes passed. Suddenly, the door swung open and out of the freezing cold and blowing snow came — Gary Seldon! Equipped with his headset, a thermos of hot coffee, and a hat that could warm the entire state of Rhode Island, Gary trekked from the PRO to the RICC to lend a hand.

Gary was not alone; others also braved the wintry weather to help UIA customers and co-workers at the RICC. They were: Kim Mier, Vicky Brandel, Rosalind Brown, Lori Stringer, Amy Davis, Anita Fryer, Amy Dole, Debbie Lanczak, Kellie Battle, Jean Penkala, Janet Foster, Diana Oland and Laura Glynn.

These hearty souls had made it through the snow to their workstations in the PRO, but when the call for help came, they were back in the blizzard, slogging their way through to the RICC.



With coffee thermos in hand, Gary Seldon arrives to help at the Saginaw RICC.

Career Education Conference Aims to Ensure Students Are Prepared for Jobs Today — and Tomorrow

Approximately 700 educators, employers, students and parents attended the 2005 Governor's Conference on Career Education, held last month at the Detroit Marriott Renaissance Center. The theme was "Michigan's 3 Rs: Rigor, Relevance & Reform."

Conference sessions provided participants with new strategies and tools to increase academic rigor in coursework and demonstrated the relevance of aligning academics to authentic work experience.

"As Michigan diversifies its economic base, the fastest-growing occupations will require the technical skills taught in career and technical education programs," said DLEG Director David C. Hollister, one of the featured speakers.

Other speakers included Dr. Jeremy Hughes, acting superintendent of public instruction; Ryan Donlan, superintendent, Bay-Arenac Community High School; and Homer Hickam, best-selling author of *We Are Not Afraid*; *The Keeper's Son*; and *Rocket Boys/October Sky*.

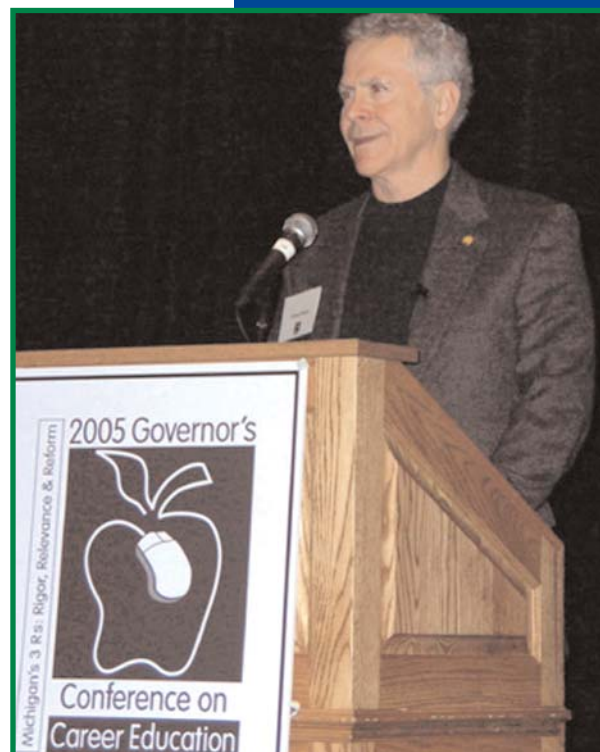
A highlight of the conference was the presentation of the Governor's Excellence in Practice Award to three honorees. This award recognizes best practices, achievements and programs in preparing students for careers. The 2005 recipients:

■ Computer Technology Management Program, Tuscola Technology Center, Tuscola Intermediate School District. Key partner: Thumb Regional II Educational Advisory Group.

■ Health Technology Medical Science Program, Bay-Arenac Intermediate School District Career Center. Key partners: Bay Regional Medical Center; Center for Rehabilitation at Bay Regional Medical Center — West Campus; and Bangor Medical Center.

■ Winning Futures — Mentoring Partnerships. Partners: Warren Consolidated School District, Macomb Intermediate School District.

DLEG staff on the conference planning committee were: Co-chairs Joanne Mahony, Office of Career & Technical Preparation (OCTP), and Jeannie Vogel, Office of Media & Public Relations; Donna Beltz, Patty Cantú and Sandra Carter, all with OCTP; Dianne Duthie, Office of Adult Education; Ron Harkness, Office of Postsecondary Services; Deb LaPine, Career Education Programs; and Abby Meyer, Bureau of Workforce Programs.



Homer Hickam, Keynote Speaker

Advocates Help with UIA Hearings Process

What's Cool at DLEG



Staff members with UIA's Advocacy program are, l. to r.: Marvin Davis, Derek Boston, Billie Banks, Joyce Williford, Marie Rinchere, Maureen Michalski and Deborah Knight.

The Unemployment Insurance Agency (UIA) was looking for some stress busters at a seminar it held last October in Detroit.

The seminar was the second of two held in 2004 by the agency to recruit advocates for its Advocacy Program. The only one of its kind in the country, the program helps unemployed workers and employers who appeal agency decisions to administrative law judges or the Michigan Employment Security Board of Review.

"Administrative law hearings can be a scary experience, especially for those who are not familiar with the hearings process," said Maureen Michalski, Advocacy manager, "Our program makes the process more customer friendly."

The key to the program is a statewide network of advocates, who evaluate and advise customers about their cases based on Michigan's UI law. They may also represent customers at hearings, all at no cost to either the employer or the unemployed worker.

In 2003, the program closed nearly 4,800 cases on behalf of unemployed workers and 4,900 cases for employers.

Advocates are not state employees. They are independent contractors and are compensated for their services by the UIA.

"Advocates don't have to be attorneys," Maureen pointed out, "but they must have a good knowledge of the unemployment insurance system."

To become an advocate, candidates must take and pass a two-and-a-half hour written exam and a short oral exam. Those passing the exams are then required to attend an all-day orientation and sign a contract. UIA-sponsored seminars help candidates prepare for the exams by giving them a thorough review of the state's UI program.

The October seminar and recruiting effort added 19 new advocates to the program, while the May seminar in Marquette resulted in 16 new advocates.

Currently, there are 125 advocates in the program, 48 representing employers and 77 representing workers.

UIA's Advocacy Unit administers the program, which includes providing a listing of advocates to those seeking services, tracking all of the cases opened and closed by advocates, and processing the advocates' billings.



Arranging flowers in vases are, l. to r., Katie Benghauser, Amber Sweeney and Christine Hundt.

Flower and Candy Sale Helps Fund MIOSHA's 30th Anniversary

A "Flower and Candy-by-the-Pound Sale" on Valentine's Day netted more than \$500 for the 30th anniversary celebration of the Michigan Occupational Safety and Health Administration (MIOSHA).

Sponsored by MIOSHA staff at the General Office Building in Lansing, the Feb. 14 sale resulted in the purchase of more than 10 dozen roses and 10 dozen carnations, sold individually and in bouquets. A great variety of candy, cookies and other Valentine treats — donated by MIOSHA employees — was also sold.

"The fundraiser was a big success," said Christine Hundt, one of the organizers.

(See page 16 for more on MIOSHA's 30th anniversary.)

Raising Awareness of Heart Disease in Women

If you noticed 17 fourth-floor Ottawa Building employees all sporting red outfits one day early last month, it wasn't just a coincidence. That day, Feb. 4, was National Wear Red Day for Women to help raise awareness of heart disease as the number one killer of women.

"We wanted to show our support for the Go Red for Women movement," said Karin Eirosius in Purchasing and Grant Services, Finance & Administrative Services, who organized the wearing of red. "I didn't realize how high the incidence of heart disease is for women."

The participants posed for a photo. In the first row, l. to r., are: Pam Piggott, Mary Moore, Leslie Christy, Karin Eirosius and Tammy Eaton. In the second row, l. to r., are: Robbie Murdock, Robin Thiemann, Jamie Simmon, Christine Holmes, Terri Eklund, Leanne Parks, Sharon Lycos, Corrie Jameson, Helen Simmerman, Lynda Landrum, Ann Smith and Lori Porubsky.



Workers' Comp Agency Hears About State of the Agency

The Workers' Compensation Agency (WCA) recently held its first annual state of the agency meeting.

Some 130 staff attended the assembly, which featured presentations and discussions of the governor's and DLEG's strategic initiatives as well as the WCA action plan and priorities.

In addition, fiscal year 2004 performance measure highlights for each agency division were presented. The meeting also included staff introductions.



WCA staff members listen to DLEG Deputy Director Dave Plawecki as he talks about the department's major initiatives.

Ethnic Potluck Provides Break from Long Winter Days

The Office of Financial and Insurance Services (OFIS) held a "Taste of OFIS" on Feb. 15, sponsored by the OFIS Employee Activity Committee. The celebration was timed to provide a break from the long winter days and give OFIS employees an opportunity to gather informally.

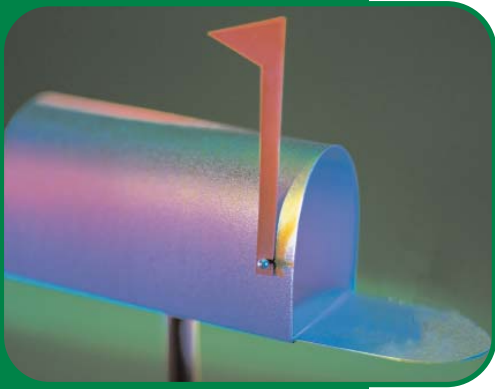
The potluck luncheon featured ethnic dishes such as garlic soup, Jamaican jerk, enchiladas, Gambian yassa ganar with couscous, egg rolls, tiramisu, and sheet cake.

"All participants agreed," said Renée Ortlieb. "OFIS folks are exceptionally good cooks, and they certainly enjoy sharing a good meal!"



Left to right, Melissa Brown, Commissioner Linda A. Watters, Sue McGhee and Gino Bozzo take part in "A Taste of OFIS."

We Get Letters ... and E-Mails!



Betty Wing, an unemployment insurance examiner at the Saginaw Remote Initial Claims Center, Unemployment Insurance Agency, received this compliment from an employer who made a telephone call to **Irene Smith**, a manager at the center: "I am initiating this call to provide a thank you for my employee. Betty handled a somewhat complex, but not very difficult thing for her to solve. It is just not that often that you get that kind of service on the telephone without waiting and with people that are polite and helpful and understand what is needed. While it did not involve any money, I certainly did appreciate the assistance and courtesy."

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Marlene Bukoski, education administrator, Office of Financial and Insurance Services, received the following e-mail message from a representative of Auto-Owners Insurance Co.: "You have answered my question perfectly! Even though your office is very busy, you always take the time to answer my questions and you are very helpful. Thank you!"

.....

Lindsay Moyer, Office of Audit and Administrative Services, Bureau of Commercial Services, is complimented in this e-mail response for superb service: "Talk about blinding speed! Nothing like a two-hour turnaround time on a list order! Thanks for turning this around so quickly; I sincerely appreciate your efforts and please feel free to forward this to your supervisor."

.....

Gabe Basso, Licensing Division, Bureau of Commercial Services, is complimented in this letter to Manager **Gloria Keene**: "This letter is in regard to my getting my builder's license re-issued to me and all of Mr. Gabe Basso's extra hard work in order for me to get my license back ... I feel he went above and beyond what was required for him to do. He called me four times in order to help me ... [He] was at all times very friendly, courteous, and polite, but above all very helpful to me, and I felt he truly wanted me to get my license back. I can't tell you what all his efforts meant to me. I want again to thank him and I thought it would be nice for his bosses to know that he is doing a great job."

.....

Anna Zaske, Customer Service Unit, Corporation Division, Commercial Services, received this message: "Thank you for the timely (phone to fax in less than 20 minutes) response to my request for these records. I sincerely appreciate your cooperation!"

.....

Lola Rivera in the Customer Service Unit, Corporation Division, Commercial Services, and **Jodie Gillespie** and **Anita Ruffin**, Document Review

Unit, Corporation Division, are complimented in this voice mail message left by a customer for **Jim Lo-toszinski**, manager of the Document Review Unit: "Good morning. I just want to commend your staff. I'm just elated. I applied for Articles of Organization for a domestic LLC a few days ago at 11:53 a.m. and woke up this morning to find copies of approval on my fax machine at 9:05 a.m. I'm extremely pleased and want to thank the entire staff for the quick turnaround. It blows my mind that a government agency can do such a fabulous job in such a quick, short amount of time, compared to Ohio and Florida."

.....

Chris Williams, document examiner, Corporation Division, Commercial Services, received this note: "I personally want to thank you for your patience and understanding as well as the manner in which you have expedited this matter. Again, please accept my sincerest apologies [for the delays and extra time I may have caused you on behalf of this submission]."

.....

Ann Millben, Licensing administrator, and **Diane Otis**, assistant administrator, Commercial Services, received several notes, such as the following from the North Oakland County Board in Waterford, commenting on the excellent job they did to disseminate information to real estate professionals about the new three-year renewal cycle and how continuing education fits in: "Thank you so much for thinking of all the associations and distributing the information to each of us. It is really appreciated."

.....

One of **Diane Kalisz's** customers in the Cosmetology/Barber Licensing Unit, Commercial Services, sent this message: "Wow! Thank you so very much ... I wish the rest of the government was this fast and good!!!"

.....

A recent customer sent this letter to the Kalamazoo office of Michigan Rehabilitation Services (MRS): "MRS was there to help me in my time of need. Not only did they help me, they picked me up and gave me hope again when I had no hope of ever returning to work again. Although I still struggle with chronic back pain, I remember the motivation from **Lorna Boes**, my counselor. Lorna was an awesome counselor. And because of her willingness, here I am now employed and I love my job. Every day isn't easy, but through the motivation I received, I'll make it. So, MRS, keep up the good work and thanks for everything."

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Lynne Breen, Office of Media & Public Relations, received the following e-mail message from William J. Rock, manager of planning and financial analysis with SAPPI Fine Paper in Muskegon, who commented on the positive public relations SAPPI received after donating 16,500 lbs.

[More] Letters... and E-Mails

of paper for the printing curriculum at the Michigan Career & Technical Institute (MCTI): "We received the electronic and paper copies of the newsletter [*Michigan LEGwork*]. The newsletter looked great and was very well received by our MLT (Mill Management Team = Mill Executive Group). This information was also provided to our North American Headquarters in Boston. At the end of the day, I feel this project went extremely well for all involved. It appears that our product has benefited MCTI and we are very pleased with that. The extent, quality and professionalism that MCTI and you displayed to publicly recognize SAPPI was very generous and very well received. It was great to work with both you and **Jeff [Mount]**, MCTI printing instructor] on this project. Please let us know if we can ever be of assistance in the future. We all benefit greatly from these programs."

The Consultation, Education and Training (CET) Division of the Michigan Occupational Safety and Health Administration (MIOSHA) received a thank you from Brent Medalinski with the M-TEC in Escanaba for assistance with the annual safety conference. He wrote: "Thank you for taking the time to help make the Upper Michigan Safety Conference a success again this year. We were impressed with your staff in the delivery of their programs. **Cindy Zastrow** did a fabulous job ... she brings a lot of energy and enthusiasm to your division. Evaluations for **Barry Simmonds** and **Bob Dayringer's** program indicated that attendees thoroughly enjoyed and learned a lot. CET Supervisor **Sheila Ide** moderated the panel discussion and it went over exceptionally well."

An employee with a Michigan company called the office of DLEG Director **David C. Hollister** to compliment and thank DLEG for the "great" service she received from MIOSHA. The caller told Executive Assistant **Carolyn "Sparky" Hutting** that **Ray Bogle** was wonderful, as was **Leona Boyer**, who visited the job site. The caller said she was "nearly in tears" with appreciation for the kind way she was treated during a difficult situation. She said she wanted to be certain that Ray and Leona were recognized for their kindness and professionalism. Ray is the administrative assistant to the appeals supervisor, General Industry Safety and Health Division, and Leona is an inspector, also with that division.

MIOSHA CET Consultants **Tom Swindlehurst**, **Jim Dykes** and **Pat Sullivan** recently presented a 10-hour course on construction safety in Saginaw County. Comments on the evaluation forms included: "This is a very valuable program for construction workers"; "Please keep it up; we need this class";

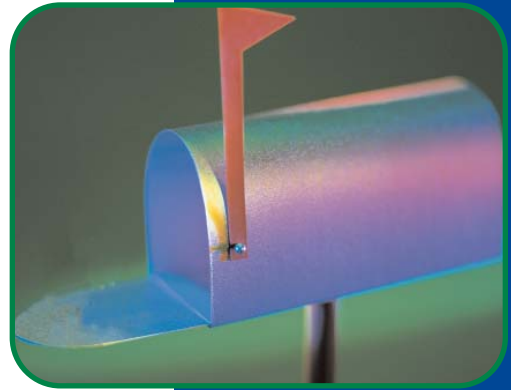
"This program really highlighted my awareness of safety hazards and their effects on the job and at home"; and "Wow, I am impressed that MIOSHA will help train our industry."

MIOSHA CET Construction Consultant **Debra Johnson** received a note from Pamela Orton with the Home Builders Association of Greater Kalamazoo regarding the 10-hour construction class Debra presented to the association's membership. The note thanked Debra for the great seminar and the caliber of training the association was able to offer to its membership. Stephanie Turner, human resource coordinator at Driesenga & Associates, Inc., Holland, also sent a letter to Debra: "I wanted to say thank you for conducting the 10-hour safety training. Your time and information was very much appreciated. All that attended thank you for your help, knowledge and dedication to construction safety."

MIOSHA Director **Doug Kalinowski** received a letter from Mark Scott, president of Scott's Wood Products, Excavating and Construction in Roscommon, thanking the department for providing an excellent analysis and follow-up training for the company. CET Division Industrial Hygienists **Sherry Scott** and **Cindy Zastrow** provided the training. "I enjoyed the professionalism and sincere safety message sent to my employees during their visit," Mr. Scott said.

Tom Swindlehurst, construction consultant with the CET Division, MIOSHA, received thanks from Lawrence Walraven with Spence Brothers Co., Saginaw, after Tom spoke at a safety conference sponsored by the company: "Your continuous support for a safer work place for all employees is greatly appreciated." Tom also received a thank you from the Home Builders Association for a training session he conducted. The note stated, "Everyone was so interested you could hear a pin drop ... Your total devotion to the job and sincere caring for the men and women of the building trades comes through very loud and clear! We also welcome **Jim Dykes**, and will look forward to planning a safety seminar with him in the future."

A manufacturing firm sent a letter complimenting a training session conducted by MIOSHA CET Consultant **Richard Zdeb**: "Great job ... thanks very much again for helping us out. I received good feedback on your presentation. All that attended said they understand MIOSHA rules and regulations so much better and want more training."



MIOSHA Applauded for 30 Years of Safety



MIOSHA unveiled this new logo in honor of its 30th anniversary in 2005. Volunteers were asked to submit ideas and artwork, and five entries were received. The 30th anniversary committee worked with an artist who used the best elements from each of the entries to develop the new logo. Katie Benghauser, Don Gibson, Dave Humenick, Jeff Kelley and Pat Sullivan helped move this project forward with their creative artwork.

The Building Tradesman, one of Michigan's oldest labor publications, featured a tribute to the Michigan Occupational Safety and Health Administration (MIOSHA) in its Feb. 4, 2005, edition. Called "A Tip of the Hat to MIOSHA," the column was written by Managing Editor Marty Mulcahy. Here are some excerpts:

"Happy birthday, MIOSHA. May you live long and prosper.

"Construction workers or anyone else wouldn't normally sing 'Happy Birthday' to a government agency, but the folks at MIOSHA deserve some recognition for the very good and essential work that they do.

"Celebrating its 30th year of service this year, the Michigan Occupational Safety and Health Administration is unlike most other functions of government. They don't collect taxes, collect garbage or study ways to attract business. They're in the business of saving the lives and limbs of Michigan's workers.

"The front page article by MIOSHA Director Doug Kalinowski points to the correlation between the startup of MIOSHA and the drop in Michigan worker deaths by nearly a third since 1977.

Injuries and illness have similarly declined.

"Specifically in the construction industry, annual worker deaths have dropped in half since the 1960s. Injury and illness rates have steadily declined, too. But the decline in injury and illness numbers only tells part of the story.

"MIOSHA, and its federal parent, OSHA, have helped create the culture of on-the-job safety in this nation.

"Responsible contractors, realizing that good safety is both good for humanity and good for business, have hired safety directors to police their projects. They're also planning for safety before a project starts ...

"Through the years, the people at MIOSHA have seemed to stay above the political fray and do their work. There have been no hints of scandal, payoffs, ripoffs, or lazy workers — just people going about the business of trying to make our state a safer place.

"From the workers who want to go home safely, and hopefully on behalf of contractors and owners who realize that good safety is good for all — it's good to have you with us, MIOSHA."



Interested in Mentoring? Consider Big Brothers/Big Sisters

In her January message to state employees, Gov. Jennifer M. Granholm announced that she and First Gentleman Daniel G. Mulhern are heading up the Mentor Michigan Initiative — a statewide effort to raise awareness about mentoring children. She is encouraging state workers to become mentors.

The governor and her husband are mentors for two youngsters through the Big Brothers/Big Sisters (BB/BS) program. *Forbes* magazine has named BB/BS of America one of the top ten reputable charities.

If you would like to learn more about volunteer opportunities, contact Big Brothers/Big Sisters at <http://www.bigbrothersbigsisisters.org>. In Lansing, it's <http://www.bigimpactmidmi.com>.

The Greater Lansing BB/BS is holding its annual "Bowl for Kids' Sake" on April 22 and 23 at Royal Scot. This is an easy and fun way to make a difference. And, you get two free games of bowling (including shoe rental), a reception with food, and prizes. There will also be a silent auction.

As a bowler, you recruit sponsors and collect pledges and donations on a pledge sheet or through an easy-to-use interactive website. You can register yourself and your team at <http://www.bbbs.kintera.org>, create your own personalized fundraising webpage, and get all of the current event information in one place. Or, you can collect pledges and donations and bring the money to the event.

For additional information, go online or contact Karin Eirosius, Purchasing, at (517) 335-1967.

Professional Activities

Congratulations to **Vicki Rafferty**, site manager of the Battle Creek office of Michigan Rehabilitation Services (MRS), who has been awarded the Professional Excellence in Rehabilitation Award for 2004 by Peckham, Inc. In announcing the award, Peckham noted that "17 people with disabilities were placed into meaningful jobs in various Peckham contracts at the Federal Center in Battle Creek in just the past year. Over the past five years, Vicki's office has helped recruit and place over 70 people with disabilities. Vicki's placement staff is quick to respond when a new job opens up in any of our contracts. Even more impressive is that they enlist the help of other agencies or MRS branches to assist with finding qualified candidates so that more people with disabilities can have the opportunity to work . . . Since the inception of our Federal Center contracts, Vicki and her staff have performed the screening, pre-employment testing, and referral of qualified candidates for all of Peckham's openings at the Federal Center."

Congratulations to **Margie Hojara-Hadsell**, district manager of MRS's Southwest Michigan District, who was presented with an award from the Highland Avenue SDA Church in Benton Harbor on Jan. 29 for her outstanding commitment and service to Southwest Michigan. The event was the congregation's annual Public Affairs and Religious Liberty Day, and this year's theme was Service to Mankind.

Michigan Broadband Development Authority (MBDA) employees continued their support of activities related to Junior Achievement (JA) by participating in JA's annual Crazy Bowl fundraising event on Jan. 22. The MBDA team was able to raise more than \$1,800 to support JA programs in the Mid-Michigan region, and was once again the highest fundraising individual bowling team for this year's event. "I'm pleased with the fact that the MBDA staff has chosen to strongly support JA," said **James Butler**, vice president of MBDA and Lansing-area JA board member. "JA helps ensure that every child in America has a fundamental understanding of the free enterprise system and instills in students an appreciation for and interest in the business world." In addition to their fundraising activity, MBDA staff continue to serve as classroom volunteers in the JA program at Ovid-Elsie High School.

Patrick Cannon, director, Michigan Commission for the Blind (MCB); **Duncan Wyeth**, director, Michigan Commission on Disability Concerns; and **Susan Turney**, MCB's communications and outreach coordinator, conducted disability awareness training for DLEG's director, deputy directors, and bureau directors Jan. 25 at the Library of Michigan. The workshop, "Tilting at Windmills," is a nationally acclaimed, high-impact, attitudinal training pro-

gram developed by the California Governor's Committee for Employment of Disabled Persons. The curriculum consists of several components that use participation and discovery as learning vehicles. Specific activities selected for this training included a disability awareness survey, a "pick a disability" exercise and a video titled *The 10 Commandments*. Similar training has been provided for Gov. Jennifer M. Granholm and her Executive Office staff as well as for the Department of Management and Budget's administrators, managers and supervisors. The popular training will also be offered to MCB commissioners and staff later this year.

Marylou Olivarez Mason, executive director of the Commission on Spanish-Speaking Affairs, is being featured in a new Michigan Historical Museum exhibit called "Movers and Seekers: Michigan Immigrants and Migrants." The special exhibit, which opened last month, takes a thoughtful look at the experiences, dreams and challenges of those who made Michigan their new home in the 20th century. The Hispanic exhibit features Marylou's migrant farm worker past. The Michigan Historical Museum is located at the Michigan Library & Historical Center, 702 W. Kalamazoo St., Lansing. Congratulations, Marylou!



A photo of Marylou Olivarez Mason as a child (left) is part of the exhibit featuring the story of her and her family.



Patrick Cannon (left) and Duncan Wyeth were presenters at the "Tilting at Windmills" workshop.

Special Deliveries

Office Services Employees Recognized for Assisting Commercial Services



Congratulations to Judy Chapman, Rick Hernandez, Josh Buckner, Kevin Boak and John Nixon in Office Services, who received a Special Delivery from the Director on March 1.

Sue Sherman, a departmental analyst with the Bureau of Commercial Services, nominated the group.

She said, "I wish to nominate them for all their help in the design and construction project for the bureau. I want them to know how much the Bureau of Commercial Services and I appreciate the help and guidance from Judy Chapman on our remodeling project. Judy, Rick, Josh and Kevin have been so helpful every step of the way. They have all gone above and beyond expectations. Judy can look at a problem or see potential problems and has a solution. The guys are great with any minor changes that have to be made and all the major remodeling changes. John Nixon was a great help with all the pre-design work."

Smiling for the Special Delivery photo are, l. to r., Kevin Boak, John Nixon, Judy Chapman, Office Services Director Dave Thomas, Josh Buckner and Rick Hernandez.

Vicki Rafferty Exemplifies Value of Excellence



Vicki Rafferty

Congratulations to Vicki Rafferty, site manager of the Michigan Rehabilitation Services (MRS) office in Battle Creek, who was presented with a Special Delivery from the Director March 4 in recognition of an award she has received.

MRS State Director Jaye N. Balthazar nominated Vicki, stating, "Vicki exemplifies the value of excellence in her outstanding achievements

for collaboration with community partners to place over 80 persons with disabilities in jobs at the Federal Center in Battle Creek. She has received the 2004 Professional Excellence in Rehabilitation Award [from Peckham Inc.]."

(See page 17 for more information about Vicki's award.)

Promptness Is Hallmark of Annie Minshall



Congratulations go to Annie Minshall, procurement technician at the Michigan Career & Technical Institute (MCTI), who was nominated for a Special Delivery from the Director by Tammy Eaton, Finance & Administrative Services.

"Annie went out of her way to process a memo needed on short notice," Tammy said. "She had other deadlines at the time, but was nice enough to complete what I needed in a prompt manner with accuracy."

MCTI Business Office Supervisor Deb Knight (left) presents Annie Minshall with her Special Delivery.

Special Deliveries Go to Five 'Combined Campaign' Workers

Lloyd Conway, now with the Rapid Response Section, Bureau of Workforce Programs, had been coordinator of the former Department of Career Development's fundraising effort for the State Employees Combined Campaign.

He noticed that five of his volunteers were not only individuals who had volunteered for a number of years, but also that their efforts had resulted in a doubling of contributions over a four-year period.

Lloyd nominated each of the five to receive a Special Delivery from the Director for their outstanding volunteer work.

Congratulations go to Kelly Straka, formerly a secretary with the Employment Service Agency and currently an analyst with the Liquor Control Commission; Loretta Crow, secretary, Workforce Programs; Ellen Hoover, lead rehabilitation assistant, Port Huron office, Michigan Rehabilitation Services (MRS); David Corcoran, site manager, MRS Saginaw office; and Pamela Trimmer, executive secretary to the MRS state director.



Celebrating with Pam Trimmer (holding her Special Delivery) are (l. to r.): Lori Shader-Patterson, director of MRS's Division IV; MRS State Director Jaye N. Balthazar; Michigan Career & Technical Institute Director Dennis Hart; Walt Conyers, bureau liaison to the Office of Human Resources; Joseph Swanson, director, Division III; and Deputy Director Bettie Shaw-Henderson.



Ellen Hoover (right) is congratulated by MRS Eastern Michigan District Manager Suzanne Howell.



Ardis Cazeno (left), director, Labor Exchange Services, Bureau of Workforce Programs, presents Loretta Crow with her Special Delivery.



Kelly Straka (left) receives her Special Delivery from Donna Cooper, director, Customer Service Division, Bureau of Workforce Programs.

'Special Delivery from the Director'

I would like to nominate the following staff member to receive a 'Great Job' acknowledgement from Director Hollister



Name of Nominee	Classification of Nominee
Office/Bureau	Office Location
Submitted By	Telephone of Nominator

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau/Office Director: Please sign and return to DLEG Media & Public Relations, Ottawa Bldg., 4th Floor, Lansing 48909 - Fax: 517-241-1580



Joseph Swanson (right), director of MRS's Division III, presents David Corcoran with his Special Delivery.

Special Deliveries in OFIS

Seven employees in the Office of Financial and Insurance Services (OFIS) were recently presented with Special Deliveries from the Director for their outstanding service on behalf of the state of Michigan.

Congratulations to Mary Gamez, Pamela Heemer, Richard Lavolette, Jeremy Nichols, Bill Peattie, Heidi White and Larry Wuokko. Please see their photos and the complimentary words said about each one of them.



Mary Gamez, departmental analyst, Insurance Section, Market Conduct Division, was nominated by OFIS Commissioner Linda A. Watters for Mary's "outstanding customer service."



Bill Peattie, administrative law specialist, Enforcement Section, Market Conduct Division, was nominated by Kirt Gundry, manager, Mortgage Banking & Consumer Finance Section. Kirt said, "Bill did an outstanding job in presenting the Enforcement Section of our mortgage industry informational seminars."



Larry Wuokko, regional supervisor, Examination Section, Bank & Trust Division, was recently praised by President Neil J. Beckman of Gogebic Range Bank in Bessemer. Mr. Beckman wrote, "We would like you to know that once again the examination was completed in a very professional manner and we appreciate all the assistance your staff have provided us to date." Gary Thielsen, assistant director, Examinations Section, Bank & Trust Division, nominated Larry for the award.



Richard Lavolette, chief deputy commissioner, Office of Financial Evaluation, was nominated by Kirt Gundry, manager, Mortgage Banking & Consumer Finance Section. Kirt said, "Dick did an outstanding job in planning, preparing and presenting the Enforcement Section of our mortgage industry informational seminars."



Heidi White, manager, Exams & Investigation Unit, Mortgage Banking & Consumer Finance Section, was nominated by Kirt Gundry, manager, Mortgage Banking & Consumer Finance Section, who said, "Heidi did an outstanding job in planning, preparing and presenting the Examinations section of our mortgage industry informational seminars."



Pamela Heemer, manager, Supervisory Affairs & Insurance Monitoring Division, was nominated by Judith Weaver, deputy commissioner of the Supervisory Affairs and Insurance Monitoring Division, for the excellent service Pamela provided to a Lansing law firm.



Jeremy Nichols, analyst, Supervisory Affairs & Insurance Monitoring Division, was nominated by Judith Weaver, deputy commissioner of Supervisory Affairs and Insurance Monitoring Division, for his assistance to a Lansing law firm, which wrote to say, "I want to commend Jeremy Nichols for his efforts — he probably grew tired of my phone calls checking on the status of the application — but he was always polite and professional."